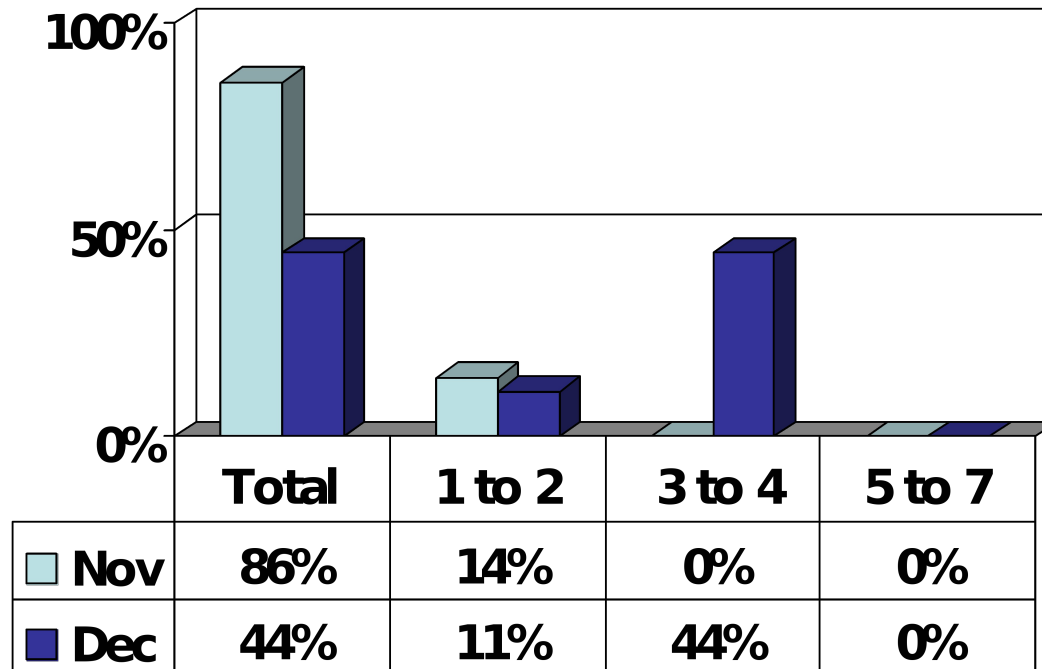


# Customer Information Mailbox Response Time in Days



Per Gartner Group, Goal  
should be 1-2 days for